

BILLING FAQ

How do I add a credit card to my workspace?

Navigate to your Roboflow workspaces dashboard < Settings < Plan & Billing. Add a credit card here for any hosted inference charges or monthly payments for your Roboflow plan.

What can I expect after I sign a contract?

After the contract has been finalized you will be introduced to our operations team who will send over the invoice for payment via ACH or credit card.

How does Roboflow bill for any inference overages?

When you join Roboflow, please add a credit card on file to your account. On the first business day of every month we will charge the credit card on file for any hosted inference usage based on the limits and charges outlined in your contract.

How do I pay my invoice?

Every invoice will include a direct link to payment via ACH or credit card for your convenience. For recurring monthly or quarterly payments we require automatic billing that will be set up based off the effective date of your contract. If the payment fails it will retry and, when needed, someone from our team will reach out to get that updated. Service to Roboflow may be temporarily suspended until the payment has been received in full.

For any invoices over \$10k we do ask that payment is processed via ACH. Please use that direct payment link on your invoice to set that up by choosing bank transfer. After the first payment your bank information will be saved to easily process future payments as applicable.

How do late fees work?

Unpaid amounts are subject to a finance charge of 1.5% per month on any outstanding balance, or the maximum permitted by law, whichever is lower, plus all expenses of collection. Unpaid invoices may result in the suspension of your Roboflow account.

I don't need to make changes to my contract, will it auto-renew?

The contract will automatically renew for additional periods of the same duration, unless either party requests termination at least 30 days prior to the end of the current term. You may contact help@roboflow.com if you wish to terminate your contract.

How do I cancel with Roboflow?

Please reach out to the sales team or help@roboflow.com for any cancellation inquiries.

If you have additional questions please reach out to accounts.receivable@roboflow.com